

IMPERIAL COUNTY OFFICE OF EDUCATION

CLASSIFIED JOB DESCRIPTION

CLASS TITLE: Technology Assistant I

Basic Function:

Under the general direction of an assigned supervisor, the Technology Assistant will provide technical support and general administrative support to assist with the day-to-day operations of the department. The position complements other technology systems, troubleshooting problems and determining appropriate steps for resolution, and maintaining accurate documentation and support resources for department services.

Representative duties:

Provide end user technical support for commercial and customized desktop computer applications
Provide technical problem resolution for end users
Answer telephones, provide information and technical assistance to callers, take messages, refer calls to appropriate personnel and perform related activities e.g. voice mail, transfers, conferencing
Maintain work orders for technical support using the support helpdesk
Coordinate delivery of technical services, e.g. installations, repairs, maintenance, etc.
Maintain system documentation
Maintain user accounts e.g. email, helpdesk, internet, etc
Develop detailed system and user documentation
Maintain accurate reports of service charges to departments and local agencies.
Assist with asset tracking of equipment and licenses
Produce and keep current related department communication, e.g. web pages, bulletins, newsletters, etc
Produce departmental publications
Assist other with departmental services and products
Create and use databases to accurately maintain departmental information
Provide general administrative support for department
Maintain records, filing and document management
Other related duties as assigned

Knowledge, Skills and Abilities:

Knowledge of:

Math at a level to perform algebra and/or geometry
Language at a level to read safety rules, instructions, procedures, etc. and/or write reports and/or speak before audience
Computer systems and terminology at a level to provide troubleshooting and problem resolution

Skills to:

Operate standard office equipment
Operate various computer software applications, including spreadsheet and database applications

Use English in both written and verbal form
Use basic financial and statistical record keeping
Use relevant education codes, policies and practices and maintain records
Use problem solving techniques

Ability to:

Communicate solutions clearly and appropriate technical levels
Troubleshoot hardware, software and related problems
Learn complex technology systems and develop detailed documentation for various users
Sit for prolonged periods, make judgments and decisions, perform repetitive or sort cycle work, perform a variety of duties involving frequent changes of tasks, aptitudes, techniques, procedures, etc., attain precise set limits, tolerances and/or standards, perform skilled, tasks utilizing some electronic equipment and diagnostic software

Education and Experience:

High School diploma or equivalent. May require supplementary course work and additional training in the use of computers and software
Degree or coursework in Computer Information Systems or related field is desirable
1 year of experience working in a technical support or related field

License, Certifications:

Criminal Justice fingerprinting clearance
Tuberculosis screening
Valid driver's license and evidence of insurance